

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 235

Department of Labor and Industries

Mission

Our mission is to promote a safe and healthful environment in which to work and live. In partnership with our customers, we strive to prevent injury, occupational illness and disability, and limit economic hardship.

Goal Saving lives and preventing injuries and illnesses. We work with employers and employees to reduce hazards in every workplace.

Performance Measure Number of serious workplace hazards identified by enforcement inspections and technical assistance visits. This performance measurement is based on an agreement made with OSHA and renegotiated yearly based on the Federal fiscal year.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	3626	3725	3725	3725	3325*	3325	3325	3325
Actual	3769	2675	3391	2833	3462	2620	3772	2456
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	7/31/2001	6/30/2001

Quarter 1 Comment The number of hazards fixed has increased based on refreshed Safety and Health data. This is due to a lag time in data reporting. (03/31/2000)

Quarter 2 Comment The number of hazards fixed has increased based on refreshed Safety and Health data. This is due to a lag time in data reporting. (03/31/2000)

Quarter 3 Comment The number of hazards fixed has increased based on refreshed Safety and Health data. This is due to a lag time in data reporting. (06/30/2000)

Quarter 4 Comment The number of hazards fixed has increased based on refreshed Safety and Health data. This is due to a lag time in data reporting. (09/30/2000)

Quarter 5 Comment *The target performance goal is based on a yearly agreement made between WISHA and OSHA. New goals have been established based on internal policy changes to citation/violation process, staff capacity, and the complexity of inspections. Due to a difference in the measurement; numbers for Quarter 5 have been adjusted. Measurement beginning 9/30/00 is for all serious hazard identified during worksite visits. It is assumed all serious hazards will be abated and the delay in receiving abatement verification has for some time caused these numbers to change significantly as data matured.

Quarter 7 Comment The number of hazards fixed has been increased as of 7/31/2001. This is due to a lag time in data reporting.

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Performance Measure Develop healthy workplaces by reducing the incidence rate for back injuries in nursing homes participating in L&I's Hazard Impact Partnership, compared to the industry average.

* This will be measured yearly.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	6.8			6.4	6.4			6.2
Actual					6.08	9.2%	11.12%	23.2%
Date Measured				6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Quarter 1 Comment Baseline incident rate numbers for the 34 facilities enrolled in the Hazard Impact Project are 6.8 per 100 worker years for back injuries. This will be an annual measure with the target goals of 6.4 per 100 worker years for back injuries.

Quarter 4 Comment Data will not be available until September 2000 at which time it will be mature enough to reflect annual performance.

Quarter 5 Comment Premium discount group incidence rate of 6.08 (preliminary analysis; measure can continue to be impacted by delayed filing of claims) indicate a 43% decrease compared to 16.5% decrease for back injuries in comparison of this group with the remainder of the industry.

Quarter 6 Comment Positive trend continues with a 9.2% decrease in back injuries for partner nursing home compared to 3.2% decrease for all other state fund nursing home.

Annual measure for premium discount group incidence rate of 6.08 injuries per 100 worker years remains accurate, however, this number can now be supplemented with a quarterly performance measurement for injuries in partner nursing home compared to all other state fund nursing home.

Quarter 8 Comment Back injuries in our partner nursing homes decreased 23.2% between 1998 and 2000 compared to 20.8% in all other state fund nursing homes. Back injury rates went from 606.7/10,000 FTEs to 492.4 in partner nursing home compared to 443.9/10,000 FTEs to 367.7 for non-partner nursing homes.

Performance Measure Develop healthy workplaces by reducing the incidence rate for shoulder injuries in nursing homes participating in L&I's Hazard Impact Partnership, compared to the industry average.

* This will be measured yearly.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	1.6				1.5			1.4
Actual					1.48		66.62%	41.3%
Date Measured				6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Quarter 1 Comment Baseline incident rate numbers for the 34 facilities enrolled in the Hazard Impact Project are 1.6 per 100 worker years for shoulder injuries. This will be an annual measure with the target goals of 1.5 per for shoulder.

Quarter 5 Comment Premium discount group incidence rates (preliminary analysis; measure can continue to be impacted by delayed filing of claims) indicate a 61% decrease compared to 8% decrease in comparison of shoulder injuries in this targeted group with the remainder of the industry.

Quarter 6 Comment This past quarter there was only one shoulder injury, resulting in an 87% decrease in the partner nursing homes. However, we were unable to complete the comparison to the injury rate for the industry due to coding errors.

Quarter 8 Comment Shoulder injury claims in partner nursing homes decreased 41.3% between 1998 and 2000 compared to a 5% increase in shoulder injury claims in all other nursing homes. Shoulder injury rates went from 122.7/10,000 FTEs to 86.9 in partner nursing homes compared to 81.6 to 86 in all other state fund nursing homes.

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Goal Workers' Compensation: Providing better service to employers and employees. We provide sure and certain relief to injured workers and their families through effective and efficient service while controlling costs.

Performance Measure Change in the duration of time-loss benefits for industrial insurance claims since the quarter ending 6/30/97.* Time Loss Duration is an approximate index of the amount of time existing claims remain open, and therefore an indication of the cost of future benefits that will be paid. Biennial Goal is a 7.5 percent reduction.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	-1.0%	-3%	-4%	-5%	-6%	-6.5%	-7%	-7.5%
Actual	0%	5%	5.7%	1.1%	-2.4%	-.06%	-0.1%	0.1%
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Quarter 1 Comment This represents a 2.8% decrease over the previous quarter results. Time loss duration is now equal to 6/30/1997.

Quarter 3 Comment Overall lead indicators are looking positive, but aggressive intervention and appropriate closure of active claims is taking longer than anticipated to impact the timeloss duration index.

Quarter 5 Comment Trend for two previous quarters on target to reach 7.5% reduction by 6/30/01.

Quarter 6 Comment Although timeloss duration increased slightly, this was an anticipated seasonal fluctuation.

Performance Measure Initial workers' compensation time-loss payments paid within fourteen days.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	94%	94%	94%	94%	94.5%	94.5%	94.5%	95%
Actual	93.24%	89.3%	94.78%	94.9%	92.85%	92.95%	89.22%	91.65%
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Goal Customers express satisfaction with the ease of accessing L&I information and services, based on annual survey data.

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Performance Measure Create the necessary infrastructure for at least seven new Internet services that expand external customers' access to L&I data and information.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				4 areas				7 areas
Actual		2		3 areas*	4 areas	5 areas		7 areas
Date Measured		12/31/1999		6/30/2000	9/30/2000	12/31/2000		6/30/2001

Quarter 1 Comment This measure will be an annualized measure reflecting progress on the internal project completion necessary to expand Internet access.

Quarter 4 Comment * Due to unavoidable delay, original project completion time within FY00 for the 4th Internet application could not be completed.

Quarter 6 Comment Cumulative total for biennium is now 7 applications.

Goal We work to assure that consumers and workers have economic protections.

Performance Measure Increase industrial insurance premiums from unregistered contractors who become registered.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	\$104,213	\$208,425	\$312,638	\$416,850	\$612,638	\$808,426	\$1,004,214	\$1,200,000
Actual	\$25,751	\$153,028	\$300,638	578,380	\$799,101	\$992,612	1,350,786	\$1,434,057
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Goal We support the development of high skilled workers who earn a livable wage.

Performance Measure Produce a qualified Washington workforce by developing new Apprenticeship programs.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	8	15	22	30	41	53	64	75
Actual	12	15	19	20	25	27	36	41
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Quarter 5 Comment * No new programs were introduced this quarter, however, third quarter results were refreshed to include three programs which had not been captured previously.

Quarter 8 Comment The definition of apprenticeship has been changed to include additional committees and trades/occupations in addition to new apprenticeship programs approved by the Council. As a result, numbers throughout the biennium have been refreshed to reflect the change.

Goal We prevent injuries and deaths.

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Performance Measure Percentage of electrical inspections completed within a 24 hour period.

Efficiency	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	82%	83%	84%	85%	85%	85%	85%	85%
Actual	84%	85%	88%	86%	87.6%	91%	92%	88%
Date Measured	9/30/1999	12/31/1999	3/31/2000	6/30/2000	9/30/2000	12/31/2000	3/30/2001	6/30/2001

Quarter 1 Comment Statewide baseline performance number is 79%.